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GENERAL

You may not sublicense, assign or transfer the License or the Program and any attempt to do so will void this Agreement and the License.

SORCIM/IUS does not claim that the functions contained in the Program will meet your requirements or that the operation of the Program will be either error free or appear precisely as described in the Program documentation.

This Agreement will be governed by the laws of the State of New York.

Should you have any questions concerning this Agreement, you may contact SORCIM/IUS by writing to SORCIM/IUS at 2195 Fortune Drive, San Jose, CA 95131.

YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, AND ACCEPT ITS TERMS AND CONDITIONS. YOU ALSO AGREE THAT IT IS THE COMPLETE AGREEMENT BETWEEN US AND THAT IT SUPERCEDES ANY INFORMATION YOU RECEIVED RELATING TO THE SUBJECT MATTER OF THIS AGREEMENT.

Free PhoneSupport™

Sorcim/IUS takes pride in making all our products as easy to understand and use as possible, but we know that special situations can arise which require special attention. In answer to this need, Sorcim/IUS offers you a *no-charge* service called **Free PhoneSupport**.

It provides:

- Free telephone support
- Calling hours are 7:00 am to 5:00 pm, Pacific Time, Monday through Friday.
- Dial (408) 942-0522 for prompt, courteous answers.

IMPORTANT: In order to be eligible for Free PhoneSupport, you must return the Registration Card.

USING FREE PHONESUPPORT

If you should encounter difficulties using a Sorcim/IUS program, we suggest you first consult your manual. Check to be certain the program supports the computer, operating system and peripherals you are attempting to use.

If consulting the manual does not solve the problem:

1. Call your Free PhoneSupport number.
2. Give the Sorcim/IUS representative your name and the product you are using. (You should also be able to provide details about your computer system, e.g., make and model, type of printer, interface cards, modem, etc.)
3. Explain the situation, then let our trained staff take over from there. We think that you will appreciate the fast courteous response on which Sorcim/IUS has built its reputation.

Unfortunately, there are some things that our support plan cannot provide.

- No PhoneSupport plan can possibly replace your manual. Please read and refer to it often.
- We cannot customize programs for you.
- We are not able to teach programming, or construct your particular applications.
- Finally, we cannot help you at all if you are not registered, so please complete the Registration Card, and send it in immediately.

DISCLAIMER OF WARRANTY

Sorcim/IUS will use its best efforts to answer questions of PhoneSupport users in a prompt and accurate manner. However, Sorcim/IUS does not make any warranty concerning the effectiveness of the PhoneSupport program for your particular purpose, and the PhoneSupport service does not modify the limited warranty of Sorcim/IUS, or create any new warranty, concerning your Sorcim/IUS software program. Sorcim/IUS shall not be liable for any loss of indirect, special or consequential damages resulting from Sorcim/IUS rendering or your using the PhoneSupport service. Sorcim/IUS does not make any warranty and cannot give you any assurance concerning PhoneSupport if you are attempting to operate your Sorcim/IUS program on hardware which is not included in the specifications for the program as published by Sorcim/IUS. Your completion of the Registration Card and use of the service indicates your acceptance of these terms and conditions.

Diskette Replacement Order Card

In the event your diskette is found to be defective in materials and workmanship as stated in the Limited Product Warranty, please return the defective diskette to SORCIM / IUS for replacement.

Within six (6) months of purchase, SORCIM / IUS will replace a defective diskette free of charge. You must send your Registration Card within ten (10) days after purchase to be entitled to receive a free replacement diskette.

After six months, and up to one year after date of purchase, replacement diskettes are available at \$20.00* for each defective diskette from SORCIM / IUS. [California residents please include sales tax.]

In the event you are applying for a replacement diskette, please fill out the Replacement Order Form below and return it with your diskette [and payment if applicable] to:

SORCIM / IUS
Customer Support
2195 Fortune Drive
San Jose, CA 95131

Name _____

Company _____

Address _____ City _____

State _____ Zip _____ Country _____

Tel # _____ Telex _____

Date of Purchase _____

Please indicate form of payment:

☐ Enclosed is a check or money order in the amount of \$ _____
[CA residents add sales tax]

☐ Please charge my credit card [CA residents will be billed sales tax]

☐ VISA Number _____ Exp. date _____
or

☐ MasterCard Number _____ Exp. date _____

Signature _____

[Unsigned cards cannot be processed]

*Price subject to change without notice. Countries outside the United States are subject to an additional \$10.00 charge for shipping and handling.

